PERSON/CLIENT SETUP

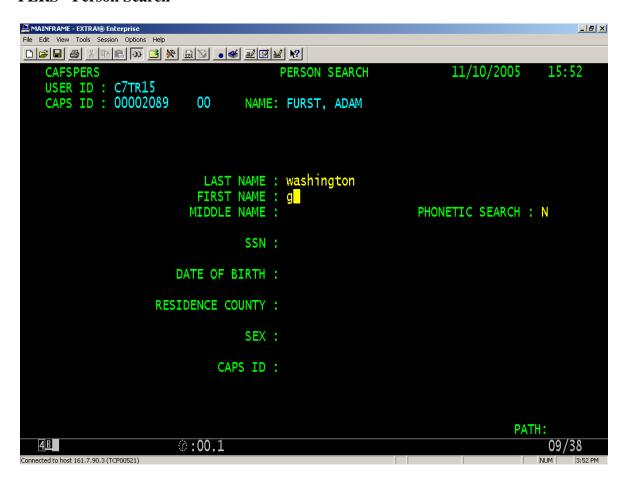
Person Details
Client Setup
Security & Transfers
Client History

Person Search



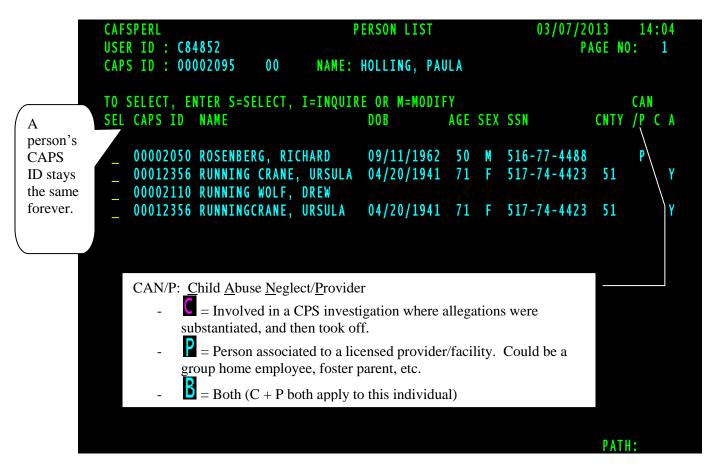
- > The database index contains all persons with a CAPS ID
- > Search for all people before entering them into the system
- After search criteria is entered, a list of matches will be displayed
- A person may be a person (with CAPS ID) before they are made a client
- > A person becomes a client when:
 - A CAPS ID has been assigned to a worker on the AXED (Assignment/Transfers Detail) screen

PERS - Person Search



- ➤ Use this screen to lookup or find out if a person is known to CAPS. If the person is already in CAPS, do not add the person again.
 - Type search criteria, press ENTER
 - PERL (Person List) will display a list of all persons known to CAPS, beginning with the person on the list *directly above those that match the search criteria*, or a message displays indicating no matches were found
- > Search criteria is one of the following:
 - Name, SSN, or CAPS ID
 - If the search criteria entered is the CAPS ID or SSN, only an exact match will be displayed if a match exists.
 - The name search can also be more refined by entering a combination of item (e.g. Last name and Date of Birth)
- > Search by:
 - 1. SSN or CAPS ID, if available
 - 2. Last Name (as little as one letter can be used to do a search). CAPS will do an alphabetic search based on the character(s) you've entered.
 - 3. Last Name (or partial Last Name) with Y entered in the Phonetic Search. Useful for multiple word names & names that could be spelled/entered different ways.
- If a name contains a space, CAPS sorts it before the A's, alphabetically.

PERL - Person List



- > Displays information for persons that met the search criteria entered on PERS
- > The select functions are listed at the top of the screen under the CAPS ID and NAME
- To change any detailed information for the person, type "M" in the SEL field next to the person for whom you want to modify information
 - The PERD screen will be displayed
- ➤ If a person is selected with an "I", PERD will be displayed in INQUIRE only no changes may be made at this time
- ➤ "S" (select) can only be used if an F12 lookup is being done from CAPS ID field on another screen. This will "select" the person and bring the info back to the other screen.
- ➤ If person exists/is listed on PERL, use it. Have the assigned worker transfer if necessary.
- > To add a new person to the database, press F11
 - The PERD (Person Detail) screen will be displayed in ADD mode
- F2 will return you back to PERS (Person Search)

Display only (AXED).

If blank, person is not a client.

```
CAFSPERD
                                                PERSON DETAIL
                                                                               02/09/20
                                                                                                9:44
             USER ID : CS4566
                                  MODIFY
             CAPS ID : 00002107
                                             NAME: ABBOTT, DAWNNA
                                      25
             LAST NAME
                          : ABBOTT
                                                           SSIGNED WORKER
                            DAWNNA
                                                           WORKER ID: C7TR15
                                                                                   RGN: 4
                                                                                           CNTY: 025
             FIRST NAME
                                            AKA:
             MIDDLE NAME :
                                            CAN: N
                                                                NAME: FIFTEEN, TRAINEE
             SUFFIX
                                   P SSN VERIF:
                                                                                                    Display
\underline{\mathbf{A}}(\mathrm{dd})
                                                                                                    only
P(rimary)
                                                                                                    (ADDD)
                  P 158-80-9686
(SSN)
             DRIVERS LICENSE ST: MT
                                        NUMBER: MT0810199
             BIRTH DT : 08/10/1998 VERIF:
                                                 AGE:
                                                             NE1: 202 N RODNEY ST
                PLACE :
             DATE DECEASED:
                                   FEMALE
                              F
                                                                         ZIP CODE : 59601 - 4227
             SEX CODE
                                                                    ΜT
             ETHNICITY
                              CA
                                                            OUNTY: 25
                                                                        LEWIS & CLARK
             HSPNC ORGN
                             : N
                                   IDENTITY VERIF:
                                                                                                      Display
             MARITAL STATUS:
                                                                                                      only
                                                                                                      (EMPL)
             NAME :
             PHONE:
                                        INCOME :
                                                                           START DATE:
                                                                             END DATE:
            SHFT+F10=CLRSSN
                                                                                         PATH:
```

- ➤ The Person Detail screen is used to enter or display general information about persons in the system
 - This information is available to all workers
- ➤ If the ADD function (F11) was performed on PERL, CAPS will assign the CAPS ID when you press ENTER to update the screen. After Enter is pressed, you can F11 on PERD to add another person, as long as the last name is the same.
- ➤ For SSN's, indicate on the select field A (ADD), M(MODIFY), D(DELETE) and whether it is a P(Primary) or S(Secondary)
- ➤ ASSIGNED WORKER INFORMATION will be displayed once the person has been assigned to a worker on AXED (Assignment/Transfers Detail)
- ➤ RESIDENT ADDRESS information will be displayed once the ADDD screen is completed
- ➤ EMPLOYMENT information will be displayed once the EMPL screen is completed
- Last Name and First Name are the only fields required in order to create a CAPS ID

Display

only on PERD

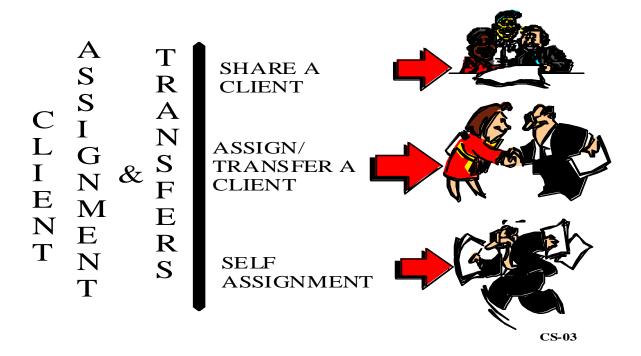
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➤ Verifications for SSN and Date of Birth are received through an interface with the CHIMES system. Verifications for Identity are received through an interface with CHIMES, or entered by IVE unit staff. These verification fields are populated when the person is a Client, going into paid care, who has applied for Medicaid. These items verified via Interface (IN) cannot be updated in CAPS.



- ➤ Up to six (6) ethnicity codes can be entered in the ETHNICITY field. When the worker presses F12 (code table lookup), six codes can be selected at one time. ABANDONED AT BIRTH, DECLINED, PARENT(S) INCAPACITATED and DECLINED are options.
- ➤ When Ethnicity field is entered, HSPNC ORGN field becomes required. Choices are Y, N, D, or U. Guidelines for this field are as follows:
 - 1) Type Y if the person is a Mexican, Puerto Rican, Central or South American person or person of other Spanish origin, regardless of race.
 - 2) The U means UNABLE TO DETERMINE and should be used rarely only if the child is very young or is severely disabled and no person is available to determine whether or not the child is of Hispanic origin.
 - 3) The D means DECLINED and should be used if the person/client declines to provide this information.



- You can make assignments and transfers on one screen
- ➤ You can do different assignment/transfer processes in CAPS
 - Assign a person to become a client
 - Re-assign a closed client
 - Supervisors can assign clients
 - Make a permanent transfer of a client, facility or report
 - Share access of a client to multiple users
 - Grant temporary read only access



- The process of assigning a person to a worker makes the person a client.
- > This screen can be used to:
 - Assign a person to a worker
 - Assign a client to a worker
 - Re-assign a closed client to a worker
 - Supervisor can assign a client to a worker
 - A worker can assign closed clients to their own caseload
 - A worker can share or grant temporary read only access for an entity.
- ➤ The F10 key allows you to select other persons from RELL (Relationship List) screen so multiple persons can be assigned to a worker at one time
- The system will not allow the worker to TRANSFER a client if
 - The client has any services that have any PENDING approval status

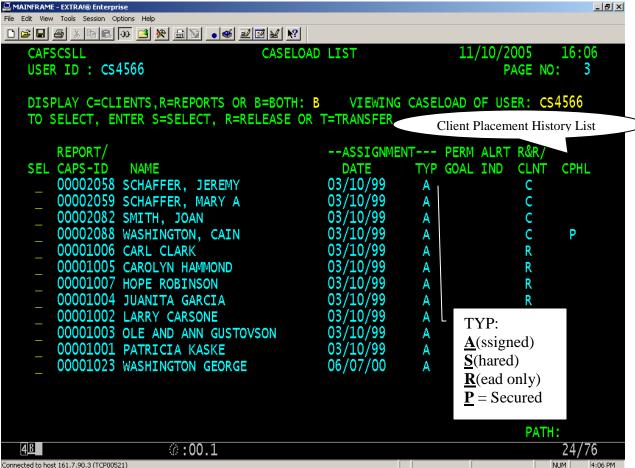
- The client has any payments that are in UNAPPROVED, INCOMPLETE or MAILED status. Contact Central Office if the system stops you from transferring due to payment details, as they can take care of these for you
- ➤ It is VERY IMPORTANT that if a transfer is taking place between agencies (i.e., DPHHS to DOC) that the transfer is done promptly. This does affect funding source information for the new worker if not done immediately.
- ➤ When a transfer occurs, an event record is created and stored in the system
- ➤ ASSIGNMENT This grants permanent access to the worker assigned. Requires:
 - Entity Type
 - **Processing field** = ID number (CAPS ID, if assigning individual to yourself)
 - **Function** = A
 - **To User** = (c number)
 - Client Effective Date
 - Private Adoption indicator
- TRANSFER This grants permanent/or temporary access to another worker for a client, facility or report. CAPS defaults the Client Effective Date to the current system date. Requires:
 - Entity Type
 - **Processing field** = ID number
 - **Function** = T
 - **To User** = (other worker's c number)
- SHARED ACCESS This grants shared permanent/temporary write access of a client to multiple users at one time. CAPS defaults the Client Effective Date to the current system date. Requires:
 - Entity Type
 - **Processing field** = ID number
 - Function = S
 - **Courtesy Supervised** = Y/N (only for sharing of **clients**)
 - **To User** = (other worker's c number)
 - **Type** = T (temporary) or P (permanent). If T, **End Date** is also required.

Note: To terminate shared access, a Release is performed by entering an 'R' on the CSLL (Caseload List) screen of the worker who with shared access.

- READ ONLY This grants temporary read only access with an expiration date no greater than five days. CAPS defaults the Client Effective Date to the current system date. If the End Date and Type fields are left blank, CAPS defaults the End Date to 5 days past current date, and the Type of T (Temporary).
 - > Entity Type
 - > **Processing field** = ID number
 - \triangleright **Function** = R
 - > To User = (other worker's c number)

CSLL - Caseload List





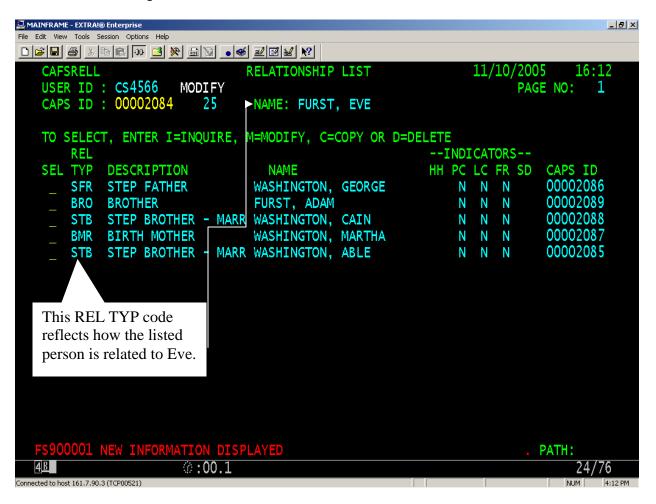
- > The Caseload List screen is used to select an open or closed client, a referral or a provider to work on or to transfer authority to another worker
- \triangleright CSLL defaults to display <u>B</u>(oth) clients and reports for your caseload. You can update to display only clients or only reports, and you can also update the CASELOAD to view the caseload of another worker in your county (as long as you have the same supervisor).
- ➤ When a record is selected with an S, the client, provider or report is activated (loaded into the global record)
 - When ENTER is pressed, CLID, FACD or RRD1 will be displayed depending on if the selection is a client, a provider or a report
- ➤ If the user chooses the option to transfer a client by selecting with a T, the AXED (Assignment Detail) screen will be displayed
 - Multiple transfers or the transfer of an entire caseload is accomplished by selection of each client with the option (T)
 - The user will then cycle through transfer screen for each selected client, provider or report to enter the new worker number for transfer

CLID - Client Detail

```
CAFSCLID
                               CLIENT DETAIL
                                                           04/07/2010
                                                                         10:57
USER ID : CS4566
                   MODIFY
                             NAME: COLBERT, DAWNNA
CAPS ID : 00002112
                      25
ADDRESS LINE1 : 204 POWELL
                                        OPEN FOR SERVICE (Y/N) : Y
ADDRESS LINE2 :
                                                EFFECTIVE DATE: 01/02/1998
                                                  CLOSURE DATE : 99/99/9999
CITY
              : HELENA
STATE/ ZIP
              : MT 59624 - 0778
                                        CLNT CATEGORY: CH CHILD
    TELEPHONE : 406 442-3469
                                        FINANCIAL CNTY: 25
                                                           LEWIS & CLARK
WHOSE ADDRESS: PLP PLACEMENT PROVID
                                        PLACEMENT TYPE: OUT OF HOME CARE
HEIGHT
                      WEIGHT: 105
                                        EMERGENCY CONTACT PHONE: 406 443-6500
           : 4 8
HAIR
           : BRN BROWN
                                         NAME: MARY REYNOLDS (AUNT)
                                        BIRTHMOTHER MARRIED AT TIME OF BIRTH: Y
EYES
           : HZL HAZEL
BIRTH DATE : 08/10/1998
                        AGE :
                                        PREVIOUSLY ADOPTED : N
                                                                 AGE:
ETHNICITY
                                        PREGNANT - DUE DATE:
HSPNC ORGN : N
                                        SPECIAL NEEDS: Y NUMBER SIBLINGS: 1
RELIGION
           : LUT
                 LUTHERAN
                                        SSN: 158-80-9866
CITIZENSHIP: US
                  U.S. CITIZEN
                                                 EXPECT TO GRAD. BY AGE 19:
SCHOOL NAME: FOUR GEORGIANS ELEM
CONTACT NAME : GEORGE GLOBE
                         DATE ENTERED 08/31/04 - LEFT 99/99/99
PHONE: 406 443-9510
                                                                   GRADE : K
                                                                    PATH:
```

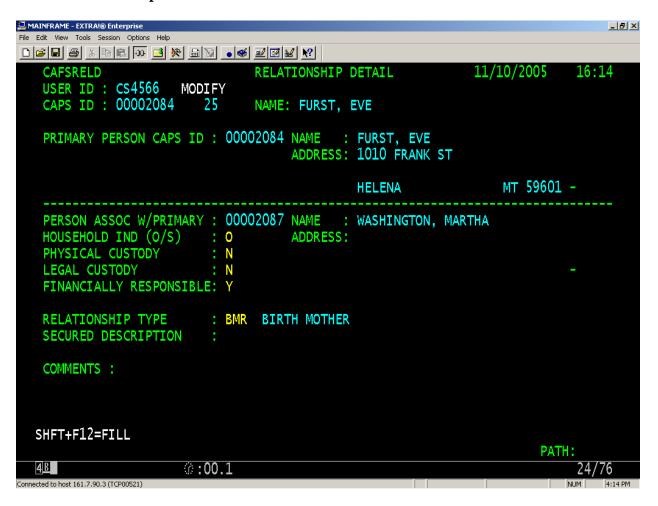
- This screen is used to capture and display detailed demographic information about a specific client
- > Required fields on this screen are:
 - Birth date
 - Ethnicity
 - Hispanic Origin
 - Client Category
 - Financial County
 - Birthmother Married at Time of Birth (if Client Category is "CH" child)
 - Previously Adopted (if Client Category is "CH" child)
- ➤ If the ETHNICITY code is American Indian (AI) or Alaskan Native (AN) the system will automatically take you to the ICWD (Indian Child Welfare Detail) screen
 - Not required for DOC clients

RELL - Relationship List



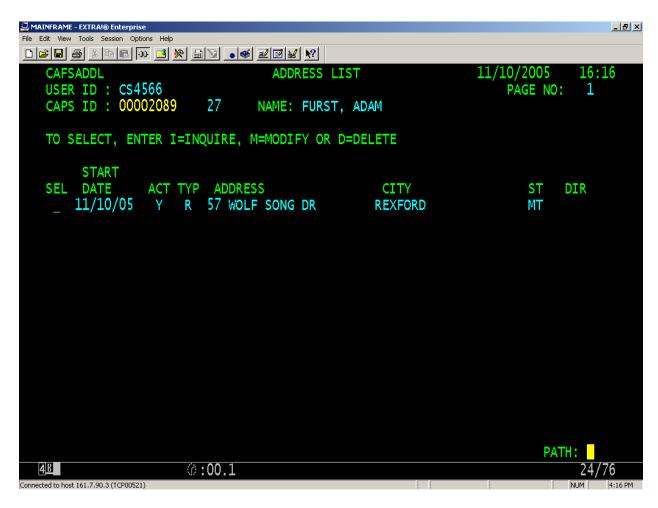
- > This screen will display a list of other persons in the system that are associated with a specific person and describe their relationship to that person
- A person must have a CAPS ID in order to form a relationship with a primary person
- You can INQUIRE, MODIFY, COPY or DELETE relationship information
 - You can "C" (COPY) certain details to be associated with multiple people
- To ADD a person you would use the F11 function and add on the RELD (Relationship Detail) screen
 - If you do not know the CAPS ID for a person you want to ADD then you will have to do a person search
 - > SD (Secured Description): If a person's relationship is perpetrator, then a relationship of perpetrator would be indicated in the secured description on RELD
 - CAPS then creates the reverse relationship (RVS) for the victim to the perpetrator

RELD - Relationship Detail



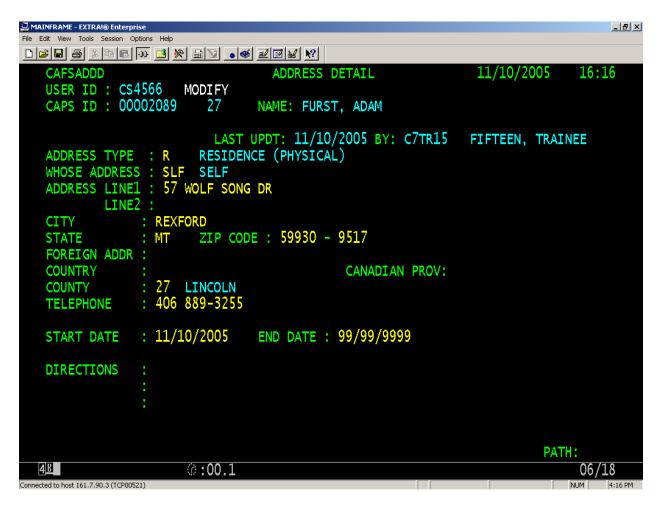
- ➤ This screen is used to DISPLAY, MODIFY or ADD detail relationship information for a person who is related to a primary person
- The secured description field is only accessible to a worker with the appropriate security
 - This information can describe the relationship to a person, such as victim, perpetrator or possibly both
- ➤ After updating on RELD, additional relationships can be added to the primary by pressing the F11 key

ADDL -Address List



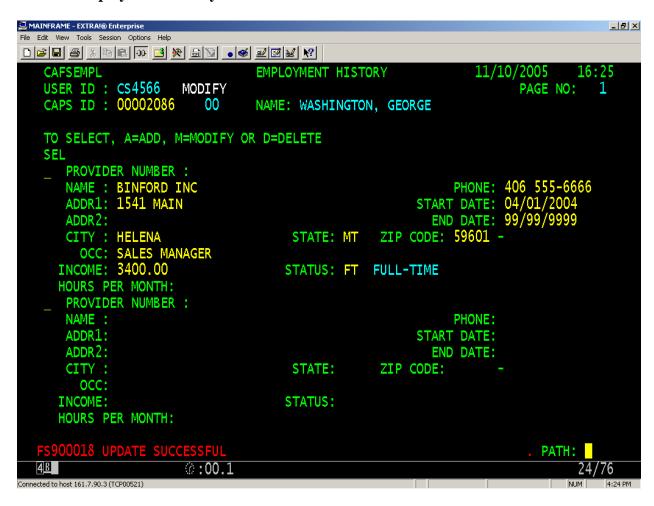
- > The Address List screen is used to display a history of addresses associated to a person in the CAPS system
 - The most recent record is displayed at the top of the list
 - The person may have only one open MAILING address, only one open RESIDENCE address but you may have multiple ALTERNATE addresses at a time
- ➤ On this screen you can INQUIRE, MODIFY or DELETE an address

ADDD - Address Detail



- > The Address Detail screen is used to DISPLAY, MODIFY and ADD information about a person's address
 - Address types are ALTERNATE, MAILING, PLACEMENT, RESIDENCE and WARRANT PAYMENT ADDRESS
- Using the F10 function key you may associate this address with other persons
- To ADD a new address, enter the TYPE and known data
 - START DATE is required; if no END DATE is entered, CAPS will input 99/99/9999 indicating that the address is still open
- > When an address changes or is no longer valid, enter the corresponding end date
- > The DIRECTIONS line may be used for directions, hazards or dangerous situations
- The date and name of the worker that last updated the screen will display

EMPL - **Employment History**



- This screen is used to record and display information about a person's employment
- > You can ADD, MODIFY or DELETE employment information on this screen
- ➤ Enter the name of the EMPLOYER, START and END DATES (if applicable) of employment, ADDRESS, OCCUPATION and SALARY information for each job
 - Use monthly salary (before deductions) for income
- ➤ If a person is associated with a provider in CAPS, that information will display if it has been entered on PRPL (Provider Person List)
- > Employment records are displayed in reverse chronological order (most current first)
 - The most current employment record will display at the bottom of the PERD (Person Detail) screen